# How do I get a response from Qatar?

How Do I Get a Response from Qatar Airways? Phone, Chat, Email, and More
To get a response from Qatar Airways, call their customer service team directly. Passengers in the USA can dial +1-855-564-1122, and travelers in the UK can reach a representative at +44 (808) 196-2756. You can also use live chat, the mobile app, email, or visit an airport desk for immediate assistance.

When you need help with a booking, a delayed flight, lost baggage, or a refund request, knowing exactly how to reach a real person quickly saves time and reduces stress. This guide explains every official contact method Qatar Airways offers, what each channel handles best, and how to prepare before you reach out so your issue gets resolved faster.

Quick Answer: The Fastest Ways to Get Help

For time-sensitive issues like missed flights, last-minute changes, or emergencies at the airport, calling Qatar Airways directly is the most reliable method. USA-based passengers can call +1-855-564-1122. UK-based travelers should dial +44 (808) 196-2756.

If your question is not urgent, the live chat on the Qatar Airways website often provides faster response times than email. The mobile app also offers self-service tools for check-in, flight status, and basic booking changes without waiting for an agent.

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When You Should Contact Qatar Airways Support

You should reach out to Qatar Airways customer service whenever you experience a problem that cannot be resolved through the self-service options on the website or mobile app. This includes booking errors, payment failures, flight cancellations initiated by the airline, missing baggage reports, medical assistance requests, and complex itinerary changes.

Qatar Airways handles millions of passengers annually across its global network. The support team manages inquiries related to reservations, ticketing, baggage claims, loyalty program concerns, and special service requests. Knowing which department to contact and having your booking reference ready makes every interaction smoother.

Common Scenarios That Require Direct Support

- Your flight was cancelled and you need immediate rebooking
- You received a schedule change notification that does not work for your plans
- Your payment was processed but you did not receive a booking confirmation
- Your checked baggage did not arrive at your destination
- You need to request wheelchair assistance or medical clearance

- You need to correct a name on a ticket before travel
- You want to submit a formal complaint about a recent travel experience
- You have questions about visa or travel document requirements

Each of these situations benefits from speaking directly with a trained representative who can access your booking, verify your identity, and take action immediately.

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Best Ways to Contact Qatar Airways

Phone Support

Phone support remains the most direct way to get a response from Qatar Airways, especially for urgent matters. Representatives are trained to handle everything from simple booking inquiries to complex multi-city itinerary changes and emergency rebookings.

For passengers in the United States, the dedicated customer service number is +1-855-564-1122. This line connects you to agents familiar with US-based bookings, payment methods, and consumer protection regulations. For travelers in the United Kingdom, the local number is +44 (808) 196-2756, which routes to the UK support team.

When you call Qatar Airways, have your booking reference, last name, and flight details ready. The agent will need this information to pull up your reservation. Wait times vary by time of day and call volume, but early morning calls tend to connect faster. If you are calling about a flight departing within 24 hours, mention this immediately so the agent can prioritize your case.

Phone Support Hours and Availability

Qatar Airways phone lines operate with extended hours across multiple time zones. The USA and UK numbers are typically staffed during local business hours with after-hours support available for emergency travel disruptions. If you reach an automated system, listen carefully to the menu options and select the department that most closely matches your issue. Saying “speak to an agent” or pressing the designated key usually bypasses the automated prompts.

When Phone Support Is the Best Option

- Your flight departs within 48 hours and you need immediate changes
- You are currently at the airport experiencing a problem
- You need to report lost or delayed baggage before leaving the airport
- Your online booking attempt failed and your payment is in limbo
- You need to request a medical clearance or special assistance
- You are trying to reach someone about a complaint that requires escalation

Dialing +1-855-564-1122 from the USA or +44 (808) 196-2756 from the UK puts you directly in touch with a representative who can address these time-sensitive situations.

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Live Chat

Live chat is available on the Qatar Airways website and often provides the quickest response for non-urgent inquiries. The chat feature connects you to a customer service agent in real time without the need to wait on hold.

To start a live chat, visit the Qatar Airways homepage and look for the chat icon, typically located in the lower-right corner of the screen. Clicking this icon opens a chat window where you can type your question. The system may first offer automated responses based on common topics, but you can request a live agent at any time by typing “agent” or “representative.”

Live chat works best for straightforward questions about baggage allowances, flight status, booking changes that do not involve payment, and loyalty program account inquiries. The chat agent can also escalate complex issues to the appropriate department and provide a reference number for follow-up.

Advantages of Using Live Chat

- No hold music or long wait times during off-peak hours
- You receive a written transcript of the conversation for your records
- You can multi-task while waiting for responses
- Agents can share links to relevant policies and forms directly in the chat
- The chat remains open if you need to step away briefly

Keep your booking reference handy before starting a chat session. The agent will ask for it early in the conversation to verify your identity and access your reservation details.

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Email Support

Email support is available for non-urgent inquiries, formal complaints, and situations that require documentation. Qatar Airways provides different email addresses depending on the nature of your request, including separate channels for baggage claims, refunds, complaints, and loyalty program support.

When you send an email to Qatar Airways, include your full name, booking reference, flight number, travel dates, and a clear description of your issue. Attach relevant documents such as

receipts, photos of damaged baggage, medical certificates, or payment confirmations. Providing all necessary information in your initial email prevents back-and-forth delays.

Email response times typically range from 24 to 72 hours, though complex cases may take longer. If your issue is time-sensitive, calling +1-855-564-1122 in the USA or +44 (808) 196-2756 in the UK is strongly recommended instead of waiting for an email reply.

When to Use Email Instead of Phone or Chat

- You need to submit a formal written complaint with documentation
- Your issue is not time-sensitive and can wait a few days
- You need a written record of your communication for future reference
- You are submitting receipts for reimbursement after a service failure
- You want to provide detailed feedback about your travel experience

Always save a copy of your sent email and note the date you submitted it. If you do not receive a response within the stated timeframe, follow up by phone to check on your case status.

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Mobile App

The Qatar Airways mobile app provides self-service tools that let you manage many aspects of your booking without contacting support at all. Downloading the app gives you access to mobile check-in, digital boarding passes, real-time flight status updates, baggage tracking, and basic booking modifications.

Using the app reduces the need to call +1-855-564-1122 or +44 (808) 196-2756 for routine tasks. You can change seats, add baggage, update contact information, and view your itinerary directly from your phone. The app also sends push notifications about gate changes, delays, and boarding times, keeping you informed throughout your journey.

For issues the app cannot resolve, it provides direct links to call customer service, start a live chat, or locate the nearest airport desk. This integration makes it easy to escalate from self-service to agent-assisted support when needed.

Key Features of the Qatar Airways App

- Mobile check-in up to 48 hours before departure
- Digital boarding pass storage for offline access
- Real-time flight status and gate change alerts
- Baggage tracking from check-in to arrival
- Seat selection and upgrade purchase options
- Privilege Club account management and miles balance

- Direct contact links to phone and chat support

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Social Media

Qatar Airways maintains active social media accounts on platforms including X (formerly Twitter), Facebook, and Instagram. These channels offer public and private messaging options for customer support inquiries.

Sending a direct message on social media often results in a faster initial acknowledgment than email, though complex issues will usually be redirected to the appropriate department. Social media teams can answer general questions, provide policy information, and escalate complaints. Avoid sharing personal details like booking references publicly; always switch to direct messaging for private information.

The social media support team is particularly responsive during major travel disruptions, such as weather events or operational issues affecting multiple flights. Monitoring their official accounts also provides real-time updates about service status and known issues.

Best Practices for Social Media Support

- Start with a direct message rather than a public post for personal issues
- Include your booking reference and travel dates in the initial message
- Be concise but clear about what you need
- Allow time for a response, especially during off-peak hours
- Use public posts for general questions that might help other travelers

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Airport Desk

Every airport where Qatar Airways operates has a customer service desk staffed by airline representatives. These desks handle check-in issues, boarding pass problems, last-minute changes, and baggage-related concerns that arise on the day of travel.

Airport desks are the best option when you are already at the terminal and need face-to-face assistance. Agents at the desk can rebook you on alternative flights, issue boarding passes when mobile check-in fails, and accept baggage claims for items lost or damaged during your journey.

If you need to reach Qatar Airways before arriving at the airport, however, calling +1-855-564-1122 (USA) or +44 (808) 196-2756 (UK) is more practical than traveling to the airport just to speak with someone.

What Airport Desks Can and Cannot Do

Airport desks handle day-of-travel issues effectively. They can check you in, print boarding passes, tag and accept checked baggage, and assist with standby requests. However, airport agents may have limited ability to process complex refunds, investigate delayed baggage that has not yet been located, or handle complaints about past travel experiences. For those situations, phone support or email may be more appropriate.

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Step-by-Step Guide to Getting a Response

Step 1: Gather Your Information

Before contacting Qatar Airways, collect your booking reference, flight numbers, travel dates, passenger names, and any relevant documents such as payment receipts or previous correspondence. Having everything ready eliminates delays during the call or chat and helps the agent resolve your issue on the first contact.

Step 2: Choose the Right Channel

Determine whether your issue is urgent or can wait. For immediate needs, call +1-855-564-1122 if you are in the United States or +44 (808) 196-2756 if you are in the United Kingdom. For non-urgent questions, start with live chat or the mobile app.

Step 3: Explain Your Issue Clearly

When you reach an agent, state your problem concisely. Provide your booking reference first, then describe what you need. For example: “My booking reference is ABC123. My flight tomorrow was cancelled and I need to be rebooked on the earliest available alternative.”

Step 4: Note Down Important Details

Write down the agent’s name, any case or reference numbers they provide, and a summary of what was discussed and agreed upon. This documentation is valuable if you need to follow up or if there is a discrepancy later.

Step 5: Follow Up If Necessary

If your issue is not resolved on the first contact, use the reference number to follow up. Calling +1-855-564-1122 or +44 (808) 196-2756 again and providing the reference number allows the new agent to pick up where the previous conversation left off without you having to re-explain everything.

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## Best Time to Contact Qatar Airways

The best time to call Qatar Airways for shorter wait times is early in the morning, shortly after phone lines open in your region. For USA-based travelers, calling +1-855-564-1122 between 7:00 AM and 9:00 AM Eastern Time typically results in faster connections. UK passengers dialing +44 (808) 196-2756 will experience shorter wait times during early morning hours in the United Kingdom.

Weekdays generally have lower call volumes than weekends, and Tuesday through Thursday tend to be the least busy days. Avoid calling during major holidays, severe weather events, or widespread operational disruptions unless your situation is urgent, as these periods generate extremely high call volumes.

### International Time Zone Considerations

If you are calling from a country other than the USA or UK, check the local Qatar Airways office hours for your region. The airline operates support centers across multiple time zones, so you may reach a different office depending on when you call. International toll-free numbers are available on the Qatar Airways website under the “Contact Us” section.

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## Common Problems Qatar Airways Support Can Resolve

### Booking Issues

Booking problems include payment failures, duplicate charges, missing confirmation emails, and technical errors during the reservation process. If you attempted to book a ticket and your payment was processed but no confirmation arrived, contact Qatar Airways immediately by calling +1-855-564-1122 (USA) or +44 (808) 196-2756 (UK). Agents can locate pending transactions, verify whether a booking was created, and either confirm your reservation or initiate a refund for the failed attempt.

Always check your spam folder for missing confirmation emails before calling. Sometimes the email is filtered incorrectly, and your booking is actually confirmed. You can also verify your booking status on the Qatar Airways website using your last name and booking reference or e-ticket number.

### Flight Changes and Cancellations

Qatar Airways may change or cancel flights due to operational requirements, weather, or schedule adjustments. When this happens, the airline typically rebooks affected passengers automatically and sends notification via email or the mobile app. If the new flight does not suit your plans, you can call to explore alternative options.

Passengers can also initiate voluntary changes, such as moving to an earlier or later flight on the same day, changing travel dates entirely, or modifying the route. Change fees and fare differences may apply depending on your ticket type and fare rules. Calling +1-855-564-1122 or +44 (808) 196-2756 allows you to discuss your options with an agent who can explain any costs involved before processing the change.

## Refunds

Refund eligibility depends on your ticket type, the reason for cancellation, and when the cancellation occurred. Fully refundable tickets can be cancelled for a refund to the original form of payment. Non-refundable tickets may only qualify for a refund of government taxes and fees, or may not be refundable at all except in specific circumstances such as airline-initiated cancellations or certain medical emergencies.

To request a refund, you can use the online refund form on the Qatar Airways website, send an email, or call the support line. Phone agents at +1-855-564-1122 (USA) or +44 (808) 196-2756 (UK) can check your ticket's refund eligibility and either process the refund immediately or guide you through submitting the request through the correct channel.

## Lost and Delayed Baggage

If your checked baggage does not arrive at your destination, report it immediately at the Qatar Airways baggage service desk in the arrivals hall before leaving the airport. You will receive a Property Irregularity Report (PIR) with a reference number that you can use to track your bag's status online.

After leaving the airport, you can follow up on your baggage claim by calling +1-855-564-1122 (USA) or +44 (808) 196-2756 (UK) with your PIR reference number. The support team can check the tracing system, provide updates on your bag's location, and arrange delivery once it is found. For permanently lost baggage, the claims process involves submitting an inventory of the bag's contents with estimated values.

## Special and Medical Assistance

Qatar Airways provides special assistance for passengers with reduced mobility, medical conditions, unaccompanied minors, and other specific needs. It is essential to request this assistance at least 48 hours before your flight to ensure proper arrangements are in place.

To request wheelchair assistance, medical clearance for certain conditions, or other special services, call +1-855-564-1122 (USA) or +44 (808) 196-2756 (UK) well in advance of your travel date. The support team will ask about your specific needs, may require medical forms to be completed, and will add the appropriate service requests to your booking.

Travel Documents and Visa Questions

Qatar Airways agents can provide general guidance about passport validity requirements, visa policies, and entry regulations, but they cannot issue visas or guarantee entry into any country. The ultimate responsibility for having correct travel documents rests with the passenger.

If you are unsure whether your documents meet the requirements for your itinerary, contact Qatar Airways by phone before your travel date. The agent can check the Timatic database, which contains the latest entry requirements for destinations worldwide, and advise you on what you need. If there is a discrepancy, addressing it early prevents problems at the airport.

Payment Issues

Payment failures during booking can be caused by bank security holds, insufficient funds, incorrect card details, or technical issues with the payment gateway. If your payment fails but you see a pending charge on your account, contact Qatar Airways before attempting to book again. A second attempt could result in a double charge.

Calling +1-855-564-1122 or +44 (808) 196-2756 allows an agent to check whether any booking was actually created despite the apparent failure. If no booking exists, the pending charge will typically be released by your bank within a few business days. The agent can also process your payment directly over the phone to complete the booking securely.

Complaint Resolution

Qatar Airways has a formal complaints process for passengers who experienced service failures, mistreatment, significant delays, or other issues during their journey. Complaints can be submitted through the website contact form, by email, or by mail to the airline’s customer relations department.

When submitting a complaint, include your booking reference, flight numbers, travel dates, and a detailed description of what happened. Attach supporting evidence such as receipts for expenses incurred, photos of damaged items, or correspondence with staff. If you have already tried to resolve the issue through other channels without satisfaction, mentioning this helps the complaints team understand the history of your case.

If you do not receive a satisfactory response, you can escalate by calling +1-855-564-1122 (USA) or +44 (808) 196-2756 (UK) and asking to speak with a supervisor. In some jurisdictions,

you may also have the right to escalate to a national aviation authority or consumer protection agency.

Accessibility Support

Qatar Airways is committed to providing accessible travel for all passengers. Accessibility services include wheelchair assistance from check-in to the aircraft door, onboard wheelchair access on certain aircraft, assistance for visually or hearing-impaired passengers, and allowances for service animals on select routes.

To arrange accessibility services, call +1-855-564-1122 or +44 (808) 196-2756 at least 48 hours before departure. Clearly describe the type of assistance you need. For passengers traveling with mobility aids such as personal wheelchairs or scooters, the agent can also confirm battery type requirements and size restrictions to ensure your equipment can be accommodated.

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Tips for Faster Assistance

Prepare everything you need before dialing +1-855-564-1122 or +44 (808) 196-2756. A few minutes of preparation dramatically reduces the time you spend on the phone and increases the likelihood that your issue is resolved in a single call.

Have These Items Ready

- Booking reference or e-ticket number
- Government-issued ID or passport used for the booking
- Flight numbers and travel dates
- Credit card used for payment, if applicable
- Any previous case or reference numbers
- Pen and paper to take notes during the call

Choose Your Words Carefully

When you reach an agent, lead with your booking reference and a one-sentence summary of your problem. Clear communication helps the agent categorize your issue correctly and prevents misunderstandings that could prolong the call.

Be Patient but Persistent

Wait times can be long during peak periods. If your situation is not urgent, consider using live chat or email instead. If your situation is urgent, stay on the line and be ready to explain your issue as soon as an agent answers. If you feel your case is not being handled appropriately, politely ask to speak with a supervisor or call back to reach a different agent.

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## Common Mistakes to Avoid When Contacting Qatar Airways

Reaching out without your booking reference wastes time and may prevent the agent from helping you at all. Always locate your confirmation email or e-ticket before making contact.

Calling the wrong department leads to transfers and delays. Listen carefully to the automated menu when you dial +1-855-564-1122 or +44 (808) 196-2756 and select the option that most closely matches your reason for calling. If you are unsure, select the general reservations option and the agent can transfer you correctly.

Waiting too long to report problems makes them harder to resolve. Lost baggage should be reported before you leave the airport. Booking errors should be reported within 24 hours of purchase. Delays in reporting can limit your options for compensation or correction.

Failing to document your communication leaves you without a record if you need to escalate. Always note the date, time, agent name, and reference number for every interaction with Qatar Airways support.

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## International Travelers: Contacting Qatar Airways from Outside the USA and UK

Qatar Airways operates globally with local phone numbers in most countries where it flies. Visit the “Contact Us” page on the Qatar Airways website and select your country to find the appropriate local or toll-free number. Calling the local number in your country is often cheaper than dialing an international number.

If your local office is closed, you can call the USA number (+1-855-564-1122) or UK number (+44 (808) 196-2756) from most countries, though international calling rates may apply. The 24/7 emergency support line, available through some international numbers, can assist with urgent travel disruptions regardless of your location.

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## Frequently Asked Questions

How can I speak to a live person at Qatar Airways?
Call the customer service number for your region. Passengers in the USA can dial +1-855-564-1122, and those in the UK can call +44 (808) 196-2756 to speak directly with a representative. After dialing, follow the automated prompts or say “agent” to bypass the menu and connect faster.

What is the fastest way to get a response from Qatar Airways?
Phone support is the fastest way to get a response, especially for urgent issues. Calling +1-855-564-1122 from the United States or +44 (808) 196-2756 from the United Kingdom connects you directly to a live agent who can address your concern immediately.

How do I contact Qatar Airways for a refund?
You can request a refund through the online refund form on the Qatar Airways website, by sending an email to the refunds department, or by calling customer support. Phone agents at +1-855-564-1122 (USA) or +44 (808) 196-2756 (UK) can check your refund eligibility and guide you through the submission process.

What should I do if my Qatar Airways flight is cancelled?
If your flight is cancelled, Qatar Airways will usually rebook you on the next available flight automatically. If the new itinerary does not work for you, call +1-855-564-1122 or +44 (808) 196-2756 to explore alternative flights. You may also be eligible for a refund depending on the circumstances of the cancellation.

How do I report lost baggage to Qatar Airways?
Report lost baggage immediately at the Qatar Airways baggage service desk in the arrivals hall before leaving the airport. You will receive a Property Irregularity Report (PIR) with a reference number. After leaving the airport, track your bag online or call customer support with your PIR number for updates.

Can I change my Qatar Airways flight over the phone?
Yes, you can change your flight by calling Qatar Airways customer service. Agents at +1-855-564-1122 (USA) or +44 (808) 196-2756 (UK) can check availability, explain any change fees or fare differences, and process the modification directly.

What are the Qatar Airways customer service hours?
Phone lines in the USA and UK are generally staffed during extended business hours, with emergency support available for immediate travel issues. For the most current hours, check the Qatar Airways website or call +1-855-564-1122 or +44 (808) 196-2756 to hear the recorded operating hours message.

How do I contact Qatar Airways from a different country?
Visit the Qatar Airways website, navigate to the “Contact Us” page, and select your country from the dropdown menu to find local and toll-free numbers. You can also call the USA number (+1-855-564-1122) or UK number (+44 (808) 196-2756) internationally, though standard international calling rates may apply.

Does Qatar Airways have a 24-hour customer service number?
Qatar Airways provides 24-hour emergency support for urgent travel issues through select phone lines. While routine inquiries may be limited to business hours, passengers facing

immediate travel disruptions can call +1-855-564-1122 or +44 (808) 196-2756 and follow the emergency prompts.

Can I email Qatar Airways instead of calling?
Yes, Qatar Airways accepts email inquiries for non-urgent matters, complaints, and documentation submissions. Email is appropriate when your issue is not time-sensitive and you prefer written correspondence. For urgent matters, calling remains the most reliable option.

How do I request special assistance on my Qatar Airways flight?
Call Qatar Airways at least 48 hours before departure to request wheelchair assistance, medical accommodations, or other special services. USA passengers can dial +1-855-564-1122 and UK passengers can call +44 (808) 196-2756 to arrange the support you need.

What information do I need when calling Qatar Airways?
You should have your booking reference or e-ticket number, the passenger's full name as it appears on the booking, flight numbers, and travel dates. If your question involves a payment, have the credit card used for the purchase available.

How do I escalate a complaint with Qatar Airways?
If your initial complaint does not receive a satisfactory response, call +1-855-564-1122 (USA) or +44 (808) 196-2756 (UK) and ask to speak with a supervisor. Provide your original case reference number so the supervisor can review the history before speaking with you.

Is live chat better than calling Qatar Airways?
Live chat is often faster for simple, non-urgent questions because there is usually no hold time. However, complex or urgent issues are better handled by phone, where an agent can take immediate action on your booking. Calling +1-855-564-1122 or +44 (808) 196-2756 is recommended when you need same-day resolution.

How do I check the status of my Qatar Airways refund?
You can check your refund status by calling customer support with your original booking reference. Agents at +1-855-564-1122 (USA) or +44 (808) 196-2756 (UK) can look up your refund request and provide an update on processing times and expected completion dates.

What should I do if I miss my Qatar Airways flight?
If you miss your flight, go to the Qatar Airways airport desk immediately. The agents there can rebook you on the next available flight, though change fees and fare differences may apply. If you are not yet at the airport, call +1-855-564-1122 or +44 (808) 196-2756 for rebooking assistance.

Can Qatar Airways help with visa requirements?
Qatar Airways agents can check entry requirements using the Timatic database and advise you on passport validity, visa needs, and other travel document requirements for your destination.

However, they cannot issue visas, and it is your responsibility to ensure you have the correct documents.

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Get the Help You Need Today

Getting a response from Qatar Airways is straightforward when you use the right contact method for your situation. Whether you need to change a flight, report missing baggage, request a refund, or ask a question about your booking, trained representatives are available to assist you.

For immediate assistance, call the Qatar Airways customer service team at +1-855-564-1122 if you are in the United States, or at +44 (808) 196-2756 if you are in the United Kingdom. Have your booking reference ready, explain your issue clearly, and note the details of your conversation. With preparation and the right approach, most issues can be resolved quickly.

If your question is not urgent, explore the self-service options on the Qatar Airways website or mobile app first. You may be able to make changes, check flight status, or find answers without waiting for an agent. When you do need personal support, the phone lines, live chat, and airport desks are there to help you travel with confidence.